



SAP Concur Case Study | EXTERNAL
SAP Concur Expense | SAP Concur Travel

Tetra Pak simplifies global processes and delivers a **unified employee experience**

Packaging giant streamlines travel and expense management with SAP Concur solutions

Quick Facts

Company Name

Tetra Pak

Solutions

- Concur Expense
 - Concur Travel
-

Industry

Packaging manufacturing

Company Size

Approx 25,500 employees

Location

Lund, Sweden
Pully, Switzerland

Why SAP Concur?

Delivering a consistent, user-friendly solution that can be applied across an industrial titan with global operations, SAP Concur has given Tetra Pak full control over its travel and expense processes.

ABOUT TETRA PAK

Swedish heritage, Swiss-headquartered multinational Tetra Pak is the world's largest food packaging company by sales. With operations in more than 160 countries, the privately owned company offers packaging, filling machines and processing for dairy, beverages, cheese, ice cream, and prepared food.



Maintaining standards, seeking simplicity

Tetra Pak is the world leader in food processing and packaging solutions. For 70 years, it has worked with customers around the globe to help make food safe and available, everywhere.

The company continuously innovates to deliver on its promise – PROTECTS WHAT'S GOOD™ – to its customers, consumers, partners and people all over the world. To Tetra Pak, this promise is a commitment to protect food, people and the planet.

Despite its extensive worldwide presence, Tetra Pak had neither a global travel process nor a consistent means of handling business travel or expenses. The business used a mix of different tools to cover both areas. Combined with an excessive and decentralised supplier base, this created numerous challenges in terms of developing and implementing consistent policies.

Tetra Pak wanted to simplify its travel and expense processes and policies across the business, creating a unified experience for all its employees, whether they are based in Sweden, Switzerland or South Korea.

“We didn't have a consolidated supplier base or a clear ability to follow through on our policies. **SAP Concur** was a key factor in significantly improving both points.”

Ulrika Rosén, Global Travel and Meeting Manager, Tetra Pak

AN OPPORTUNITY TO SIMPLIFY AND CLARIFY

Tetra Pak began its journey with SAP Concur in 2015, implementing Concur Expense in 76 countries and Concur Travel in 18. From the outset, Tetra Pak realised that despite the flexibility of the two solutions, the process also offered it an opportunity to consolidate its extensive supplier base and clarify and simplify its processes.

At one stage, Tetra Pak was working with up to 33 different travel agencies, which impacted costs and operational efficiency. “We didn't have a consolidated supplier base or a clear ability to follow through on our policies,” says Ulrika Rosén, Global Travel and Meeting Manager at Tetra Pak. “SAP Concur was a key factor in significantly improving both points.”

The business carried out a comprehensive review of its budgeting and approval processes, and its supplier base, including hotels, airlines and travel agencies. “You have to be flexible and analyse each market,” adds Rosén. “While the idea is to standardise processes and policies globally, you have to maintain the flexibility to accommodate local cultures.”

ALL REGIONS ON THE SAME PAGE

With business needs understood and procedures established, Rosén was able to manage the initial Concur deployments with a relatively small team. Having the authority to develop specific implementations for each country smoothed the roll-out, while the newly streamlined set of processes ensured rapid completion and uptake.

Staff training was based on materials provided by Concur, which were then modified to meet the business's requirements and branding. Bolstered by townhalls, additional company resources and numerous translations, all resources related to travel and expenses are now all easily accessible on the learning platform of Tetra Pak.

“We're 25,000 employees and anybody can be a traveller, so it could be hard for everybody to know where to find the material,” says Rosén. “Now we have it all in one place, so whatever the department, anything related to travel, booking and expense is all available in the same place.”

“For our employees today, **travel is easy** and the policies are the same no matter what country they live in.”

Ulrika Rosén, Global Travel and Meeting Manager, Tetra Pak

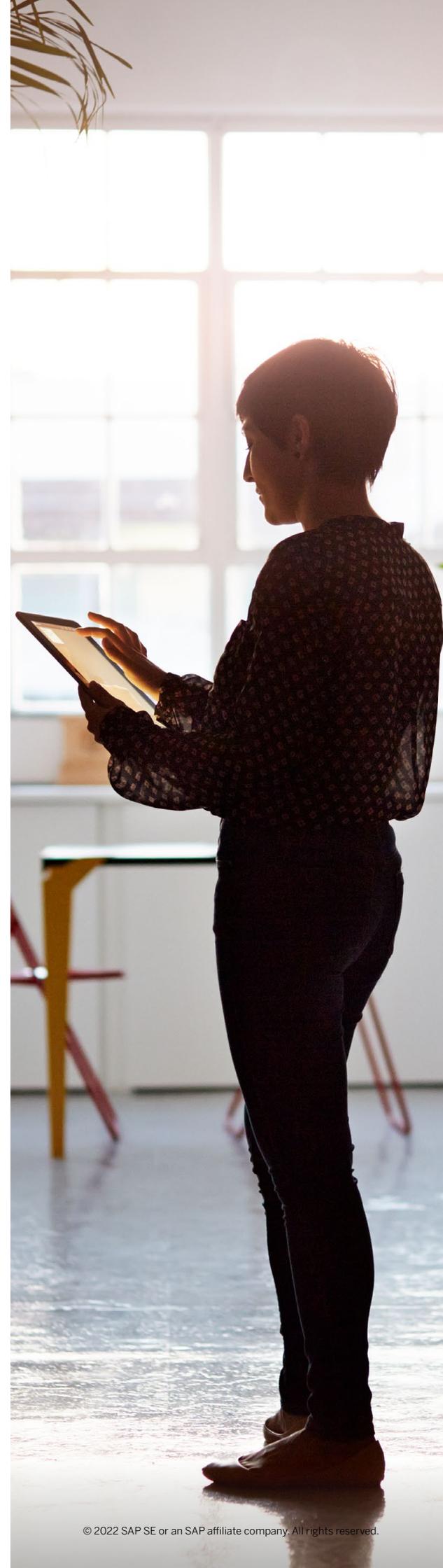
EXTENDING THE IMPLEMENTATION

For countries where implementation is complete, the easy-to-use SAP Concur platforms have combined with unified procedures and improved user experiences to streamline travel and expenses.

Tetra Pak plans to implement Concur Travel in other territories and will be live in 36 countries by the end of the third quarter of 2022. “For our employees today, travel is easy and the policies are the same no matter what country they live in,” says Rosén.

ABOUT SAP CONCUR

SAP® Concur® is the world’s leading brand for integrated travel, expense, and invoice management solutions, driven by a relentless pursuit to simplify and automate these everyday processes. The highly-rated SAP Concur mobile app guides employees through business trips, charges are directly populated into expense reports, and invoice approvals are automated. By integrating near real-time data and using AI to analyze transactions, businesses can see what they’re spending, ensure compliance, and avoid possible blind spots in the budget. SAP Concur solutions help eliminate yesterday’s tedious tasks, make today’s work easier, and support businesses to run at their best. Learn more at concur.com or at the SAP Concur [blog](#).



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